Commonwealth of Virginia

Council on Technology Services

COTS CHANGE MANAGEMENT WORKGROUP

-Draft- MINUTES

February 12, 2003

DMV Executive Conference Room 701

9:30 AM

ATTENDANCE

Gary Allen, VDOT, Paris Ashton, DGS, Farley Beaton, TAX (Co-Chair), Chris Doss, VIPNET Authority, Bob Haugh, DSS, Jenny Hunter, SoTech, Jeanine LaBrenz, DSS, Jim Peters, VEC,

Members Absent:

Philip Vasquez, DMV

Guests and Staff:

Guests

Will Prible VIPNET Authority, Beth Tompkins, DIT

Representatives

Karen Chappell, DMV for Philip Vasquez.

Staff

Paul Lubic, DTP.

WELCOME AND OPENING REMARKS:

Co-chair Farley Beaton convened the meeting and welcomed members and guests.

APPROVAL OF MINUTES:

Minutes of the 1/8/03 meeting were approved with changes.

WORKGROUP CHARTER:

The workgroup approved the charter as a final document and requested that it be posted to the COTS web site.

CHANGE MANAGEMENT OVERVIEW:

Paul Lubic presented an overview of change management which included the stages of change and how change targets react to them, and tools that are used to manage change.

BEST PRACTICES:

Farley Beaton had sent a memo to the COTS members asking for input from them of change management best practices they were aware of or used. Paul Lubic reported that responses were received from Chris Saneda, ABC, and Jim Peters, VEC. The group agreed to expand the request to a broader audience. Jenny Hunter will use an existing mail list for this purpose.

UPDATE ON ITTP CHANGE MANAGEMENT ACTIVITIES:

Paul Lubic updated the workgroup on the following change management activities. The second readiness assessment survey is underway and will be completed in the next two weeks. A change management leadership course is under development. And Debbie Dodson is updating the communications plan.

The workgroup suggested the results of the readiness assessment be communicated broadly, and that a summary of the communications plan be presented to them at the April meeting. They also suggested that the project be more proactive in their communications, such as sending more messages instead of requesting that change targets refer to a web page.

ACTIONS:

1. Paul Lubic will send an email to members requesting their preference on a new

meeting time.
2. The Change Management For Leaders course will be presented to the workgroup next meeting.
3. A summary of the ITTP Communications Plan will be presented at the April meeting.
4. A report on the second readiness assessment survey will be presented to the group at the next meeting.

OTHER ISSUES:

Agenda items for next meeting

1. Approval of minutes

2. Report of readiness assessment results

3. Presentation of CM for Leaders Course

4. Review of Action Items

5. Agenda Setting

AJOURNMENT

Farley Beaton adjourned the meeting at 11:15 AM.

Meeting Schedule:

The next workgroup meeting will be March 12, 2003, at ?:??pm, at DMV.

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